

CATAWBA COUNTY GOVERNMENT EMERGENCY ACTION PLAN:

ELEMENTS OF EMERGENCY EVACUATION AND FIRE EVACUATION PLANS

A good evacuation operation needs a pre-determined action plan for people to follow. Management should post floor plans showing location of safety devices, primary and secondary exits, and outside safe areas. The Emergency Services Director should have copies of these plans and should periodically review them so that at the time of a catastrophic event, primary and secondary exits will be monitored.

Search and rescue operations require special skills. Trained professionals shall be involved in these operations. Rescue and evacuation operations may overlap, but should not be handled by separate emergency teams or members and the building management without proper notification by the Emergency Coordinator.

On the following pages are outlined basic steps for these two emergency procedures, but a complete preparation will involve consultation with local jurisdictions as to their methods and needs.

EVACUATION PROCEDURES

1. Building Section Evacuation
 - a. Section evacuation will occur when the authority having jurisdiction or the Emergency Coordinator notifies the department heads/management.
 - b. When evacuating an area, direct clients and visitors to the nearest (safe) marked exit. Keep everyone calm. Advise building occupants to secure their receipts and evacuate to the nearest (safe) marked exit. If the evacuation is moving too slowly, use secondary (safe) marked exits. Make sure everyone walks, DO NOT allow them to smoke.
 - c. Assist the handicapped in exiting. Remember not to use the elevators.
 - d. Once outside, direct the clients, employees and visitors to a clear area that is at least 500 feet from the affected building. Keep streets, firelanes, fire hydrant areas, walkways clear for emergency vehicles and personnel.
 - e. Do not allow clients, visitors or employees to return to the building until an "all clear" is given by the Emergency Coordinator to the department head/management.

2. Building Evacuation

- a. Evacuation of all or part of the building and its parking facilities will be announced by the authority having jurisdiction or when the Emergency Coordinator notifies the department head/management.
- b. All persons are to immediately evacuate the premises as directed by management.
- c. Designated management personnel shall ensure that public restrooms, offices, storage rooms and hallways are evacuated promptly.
- d. The employees should search their own areas before leaving their space.
- e. Supervisors should account for their employees and report to the department head.
- f. Do not attempt rescues unless you have the knowledge and equipment.
- g. Report to the department head/management or Emergency Coordinator having jurisdiction for the location (or the suspected location) of those who need to be rescued.
- h. Report to the department head/management or Emergency Coordinator having jurisdiction that areas have been evacuated or appear to have been evacuated.

LEADERSHIP ROLES AND ASSIGNED RESPONSIBILITIES

During an emergency or disaster the Emergency Coordinator, management and staff must be members of a smoothly operating team to ensure the safety of clients, employees and visitors in the building.

SOME DELEGATED RESPONSIBILITIES

Emergency Coordinator: **Charles Moody, Emergency Services Director**

Duties:

1. Receives and acts upon reports of all emergency situations.
2. Coordinates all plans.
3. Delegates and assigns specific responsibilities to all management, staff and volunteers.
4. Ensures compliance with authority having jurisdiction and with the developed disaster plans.

Assistant Emergency Coordinator: **Betty Coulter, Risk Manager**

Duties: Fulfills certain responsibilities designated to him/her by the Emergency Coordinator.

Alternate Emergency Coordinator: **Rupert Little, Fire Marshal**

Duties: Assumes the duties of Emergency Coordinator during that person's absence.

Maintenance:

Duties:

1. Responsible for utility shutoffs during specified emergency situations.

2. Survey buildings with the Emergency Coordinator, fire or other appropriate officials to determine if it is safe for reentry.

Department Heads/Management/All Other Building Staff Employees:

Duties:

1. Notify the Emergency Coordinator of any potential emergency situation.
2. Be thoroughly familiar with emergency procedures, exit routes and locations, and location of fire protection equipment.
3. Close off exits not to be used during an emergency and prevent re-entry to the building before it is declared safe.
4. If it becomes necessary to evacuate the building, make certain all areas of the building are vacated and that handicapped persons are assisted to safety.
5. Control traffic at assigned stations to ensure free access for emergency vehicles.
6. Maintain the first aid supplies and direct others trained in First Aid to respond to an emergency.

Department Coordinator's Name: _____

(to be assigned by each department
for all locations)

BOMB THREAT

Treat all bomb threats as a serious matter. The safety of the building occupants should be the primary consideration. In most cases, bomb threats are to disrupt normal activities. However, building evacuation is not a decision for anyone but the proper authorities to make. The procedures described below should be implemented regardless of whether the bomb threat appears to be real or not.

1. All employees should be trained in the set procedures so that upon receiving a bomb threat and noting as much as possible of the information listed below, they immediately call the Emergency Coordinator, who in turn notifies the authorities and department heads.
2. Every employee should be trained so that if a bomb threat call is received, they will try to obtain the following information, or if they are panicked, to try to get a member of management to handle the phone call.

The following information should be obtained, if possible:

- a. Estimate the caller's age, sex and cultural background (accent).
 - b. Note the time of the call.
 - c. Write down the exact words used by the caller.
 - d. Determine what time the bomb is set to explode.
 - e. Try to find out where the bomb is located.
 - f. Ask what kind of bomb it is.
 - g. Ask for information on what the bomb looks like.
3. Call the Emergency Coordinator at 465-8233 and give him all of the information obtained.
 4. The Emergency Coordinator is responsible for determining whether or not the building should be evacuated. This decision should be made following a discussion with the police/sheriff department and evaluation of the call information.
 5. Explosives can be concealed in paper bags, small packages, shopping bags, attache cases, or similar small containers. Everyone should be on the alert for objects such as these placed in unusual locations. If such an object is found, its location should be immediately reported to a

department head or the Emergency Coordinator.

6. If any suspicious looking containers are found, their location should be reported to a department head or the Emergency Coordinator or the police. Under no circumstances should the object be handled or opened.
7. All bomb threats must be considered real until proven otherwise, to ensure the safety of clients, employees, visitors and the general public.

CIVIL DISTURBANCES

The Sheriff/Police Department or other authorities will advise of protective actions to be taken during a local civil disturbance in and around the building.

Upon notification of a possible civil disturbance, management and security should be alerted.

Emergency procedures may include one or more of the following:

1. Partial building evacuation.
2. Secure entry to the building itself.
3. Secure walkways, access roads, etc.

ELEVATOR EMERGENCY

Being caught in a stuck elevator can be a very traumatic experience. It can be further complicated by a medical emergency.

Do the following when the elevator emergency bell goes off:

1. Call the Communications Center at 911.

Give them the information as follows:

- a. Name of the building
 - b. Street Address
 - c. Street Intersections
 - d. Location of the malfunctioning elevator
 - e. Telephone number of the building
2. Notify Maintenance.
 3. Assure the people in the elevator via telephone or other safe means possible that at no time is there any danger. Elevators have mechanical safety brakes and will operate in all situations, even a power failure.
 4. Keep the occupants calm and await the arrival of the fire department.
 5. Provide medical assistance should it be necessary.

EXPLOSION

If someone becomes aware of an explosion by direct observation, the shouts of others, or the sound of the explosion, notify the Emergency Coordinator and Maintenance. Make sure the fire department is notified immediately. The fire department will need the information outlined below:

1. Telephone the fire department at 911.

Report the following information:

- a. The name of the building
- b. The street address
- c. The street intersection
- d. The location of the explosion
- e. The telephone number of the building

BEFORE YOU HANG UP, MAKE SURE THE FIRE DEPARTMENT HAS ALL OF THE INFORMATION THEY NEED.

2. Once the fire department has been notified, follow Fire Safety Drill Procedures.

FLOOD

High water and water-borne debris may adversely affect an office building, either by causing physical damage or temporarily inhibiting accessibility. Office buildings in inland locations along waterways where water depths three feet or more above grade are common are particularly vulnerable. The following precautions should be taken.

1. Stockpile materials necessary to protect the facilities from the intrusion of water at a strategic location.
2. Give priority to the protection of power plant and fire pumphouses, keeping them in service if at all possible. In the event flood waters overwhelm defenses, arrangements should be made to remove vital fire pump motors or engines from service. This capability should also extend to include important motors, controls and emergency generation equipment.
3. Pre-plan with public fire department officials to coordinate efforts under conditions of limited access and other contingencies.
4. Prepare to evacuate facilities, secure openings and provide protection as necessary to prevent flood waters from reaching inside the building.

HURRICANES AND TORNADOES

Hurricanes and tornadoes sometimes strike without warning. Other times, ample notification is given by those in authority. The early warning time provided should be used to protect clients, employees and the building. When a warning is issued, the following actions should be promptly initiated:

1. Anchor or remove all objects outside the building: garbage cans, awnings, toys, tools and other loose objects which can be deadly missiles.
2. Protect window and other glass by boarding up or closing shutters on large windows, taping exposed glass and drawing drapes, if possible.
3. Store valuables in waterproof containers and store in the highest possible spot.
4. If tornado warning exists, seek inside shelter below ground level, if possible.
5. If there are no below ground level facilities, employees should go to an inside room on the lowest floor possible.
 - avoid windows on glass doorways
 - do not use elevators
 - protect your head and crouch down
6. If you are outside and unable to take underground shelter:
 - lie in a gully or ditch
 - protect your head and body
 - stay away from trees
 - do not go into a damaged building
7. Be aware of gas leaks and live electrical wires and report to the Emergency Coordinator.
8. As soon as the tornado or hurricane passes, management must initiate evacuation, search and rescue, and medical assistance operations as necessary.

MEDICAL EMERGENCIES

The most important thing to remember in dealing with a medical emergency is that quick and proper action is extremely important. Should an employee or other person become aware of a health emergency, they should alert management and begin implementing the following procedures:

1. Call Emergency Medical Services at 911.

Report the following information:

- a. The name of the building
- b. The street address
- c. The street intersection
- d. Where the injured person is located
- e. The type of problem or injury
- f. The individual's present condition
- g. The sequence of events leading to the emergency
- h. Medical history and personal doctor's name, if known
- i. The telephone number of the building

The individual making the call should continue to stay on the phone with the dispatcher and answer as many questions as possible regarding the condition of the injured person so that information can be radioed to the responding aid unit.

2. Have a management staff member go to the main entrance, wait for the responding aid unit, and direct the aid unit to the location of the medical emergency.
3. Notify the building office switchboard of the emergency. Make sure the switchboard is kept aware of all updated information via a reliable communication system.
4. Provide first aid medical attention by trained personnel as necessary while waiting for outside assistance. Employees and visitors should be kept clear of the incident area. A

clear path must be available for the responding emergency medical team and their equipment to reach the site of the incident.

TOXIC SPILL OR CHEMICAL ACCIDENT

Should someone become aware of an overturned truck, train, or tanker, a broken fuel line, or an accident in a nearby area (which uses dangerous chemicals potentially hazardous to the public), it may be necessary for emergency action. With or without notification of the Emergency Coordinator, HAZMAT team or fire department, it may be necessary for a department head to conduct emergency procedures.

The following procedures should be followed while awaiting further word from the authority having jurisdiction:

1. Close all windows and doors downwind of the accident.
2. Do not allow employees, clients or visitors to exit downwind of the chemical accident. Maintenance should shut down any ventilating equipment downwind of the chemical accident.
3. Prepare to render medical assistance as necessary.
4. Contact the authority having jurisdiction to determine when it will be safe to:
 - a. Open the doors and windows downwind of the chemical accident;
 - b. Allow anyone to use exits and entrances downwind of the chemical spill;
 - c. Allow anyone to use their automobiles in the parking area, which are downwind of the chemical accident.

EMERGENCY TELEPHONE NUMBERS

FIRE DEPARTMENT **911**

POLICE DEPARTMENT **911**

PARAMEDICS **911**

	<u>Name</u>	<u>Day</u>	Telephone Numbers: <u>Evening</u>
Maintenance:	Tim Watson	465-8220	911
Emergency Coordinator:	Charles Moody	465-8230	911
Asst. Emergency Coord:	Betty Coulter	465-8256	911
Alternate Emer. Coord.:	Rupert Little	465-8230	911
First Aid Coord.:	David Weldon	465-8235	911
Asst. First Aid Coord.:	David Sullivan	465-8234	911
SECURITY:	Sheriff's Department	465-8301	911
Nearby Hospitals:	Catawba Memorial	464-5333	464-5333
	Frye Regional	322-6070	322-6070

Updated as of: October, 1995

EMERGENCY EQUIPMENT AND SUPPLIES

- A. Have emergency equipment and supplies available.

For example:

- battery powered radios with extra batteries
- blankets
- cellular phones
- dust masks
- duct tape
- first aid kits
- flashlights with extra batteries
- hard hats
- leather work shoes
- megaphone
- non-perishable foods
- 100' x 1/2" rope
- safety goggles
- safety vest
- swiss army knife
- utility shutoff tools and prybars
- water
- whistle
- windproof/waterproof matches

Other miscellaneous items:

- candles
- cleansing towelettes
- disposable toothbrushes
- drinking cups
- sanitation bags and ties
- toilet tissue

- B. Encourage employees to keep on hand or available an old sweater/jacket, walking shoes and comfortable clothes, along with prescription medication.

FIRE

Should an employee or other person become aware of a fire either by direct observation, shouts of others, the sounding of fire alarms or by smelling smoke, they should immediately notify the fire department and relay necessary important information:

1. Call the fire department at 911.

Report the following information:

- a. The name of the building
 - b. The street address
 - c. The street intersection
 - d. The location of the fire
 - e. A description of the fire
 - f. The telephone number of the building
2. All occupants within the building are to exit immediately upon hearing the fire alarm.
 3. Trained employees may attempt Fire Safety Drills/Procedures to extinguish the fire using fire extinguishers or water from a hose as soon as possible after the fire department has been called. In any event, avoid possible injury and do not take any excessive risks.
 4. All hallway exit doors should be pulled shut (not locked) by the last person out of each area.
 5. Do not use the elevator during fire alarm.
 6. Always use the nearest exit door or exit stairway as a primary means of egress. Be aware of a secondary exit as an alternative.
 7. Any person who is not an employee of Catawba County who may be in the building at the time of a fire drill is to be escorted out of the nearest exit.
 8. Management should perform a head count to determine that all employees have been evacuated.

9. Designated persons/management should check the public restrooms to be sure they have been evacuated also.
10. All persons should remain outside of the building until an all clear message has been given by a department head, designated person, or the fire chief.